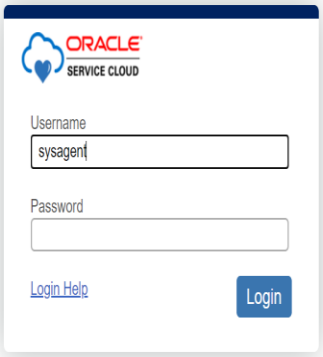
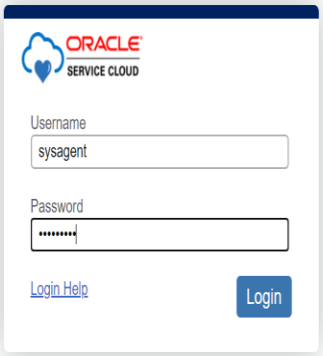
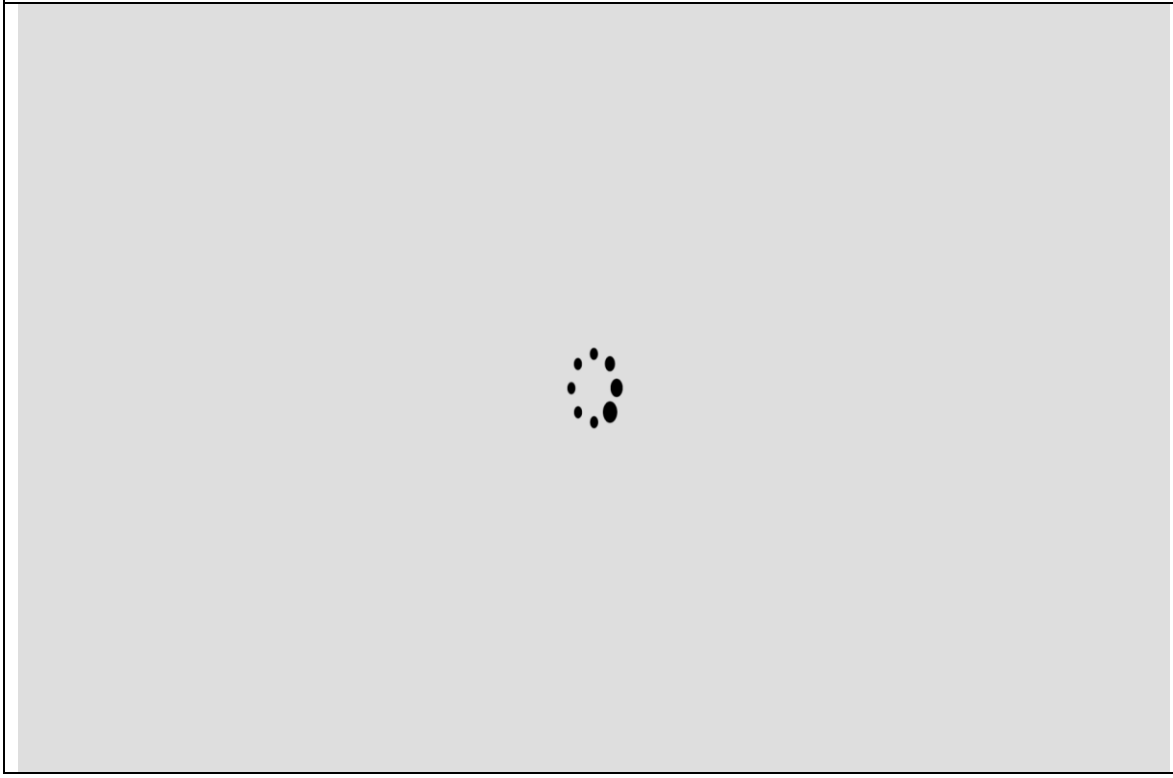
IBMhq Test Case Execution Report

Test Case Name:Send Response - 1
Requirement Name: CX
Execution Start Time:2020-08-02 19-25-31

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
23	22	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass


Step No:2
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD is set with text: Agent1234
Status: Pass


Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

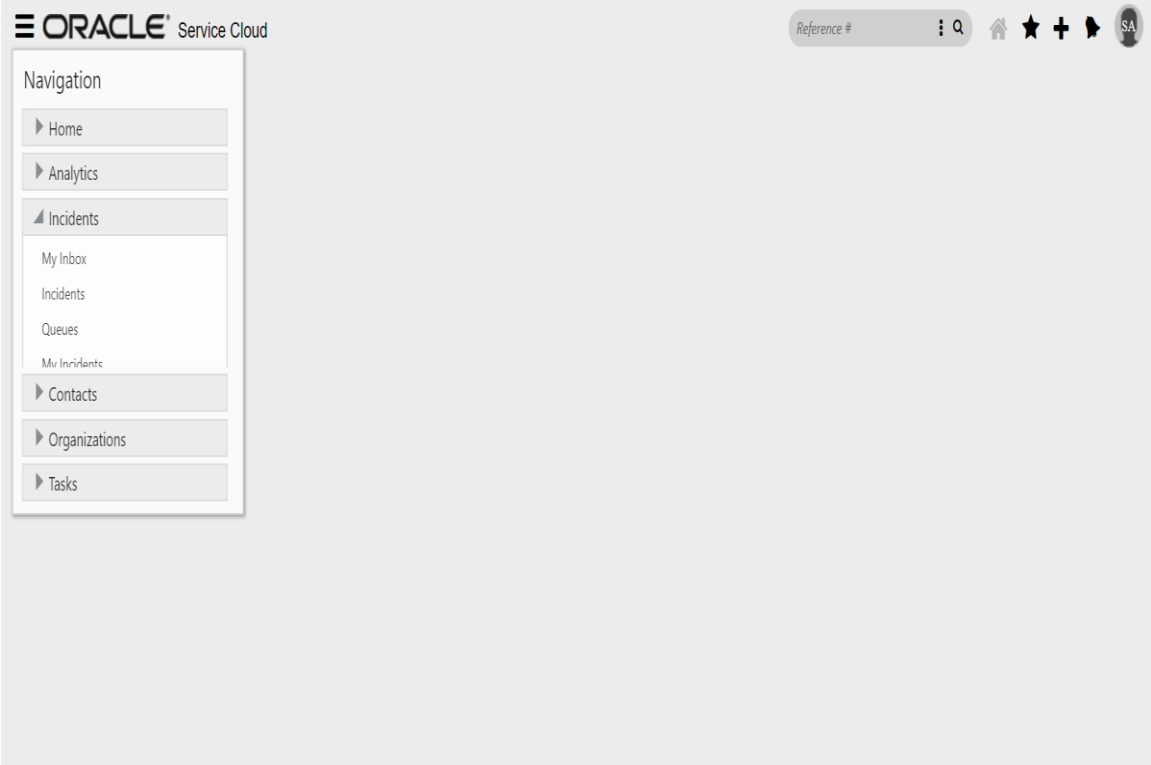
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



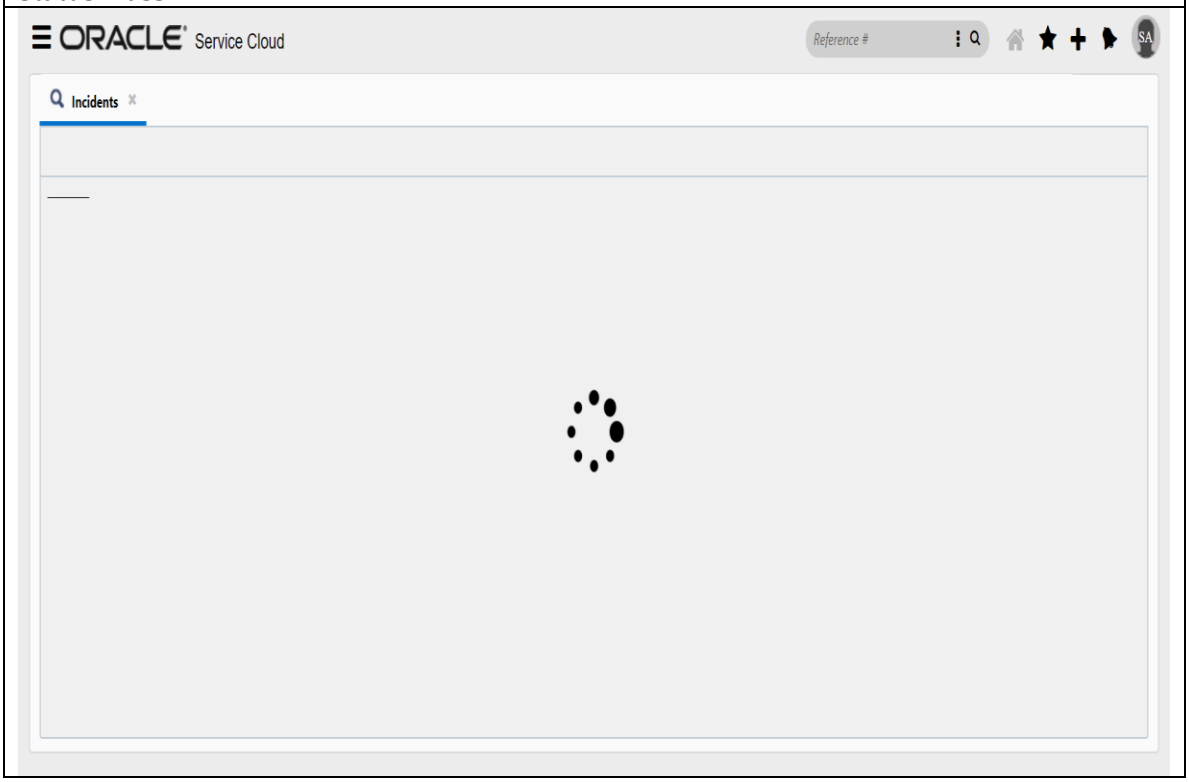
Step No:6

Step Description: Click on Search

Expected Result: Seach the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



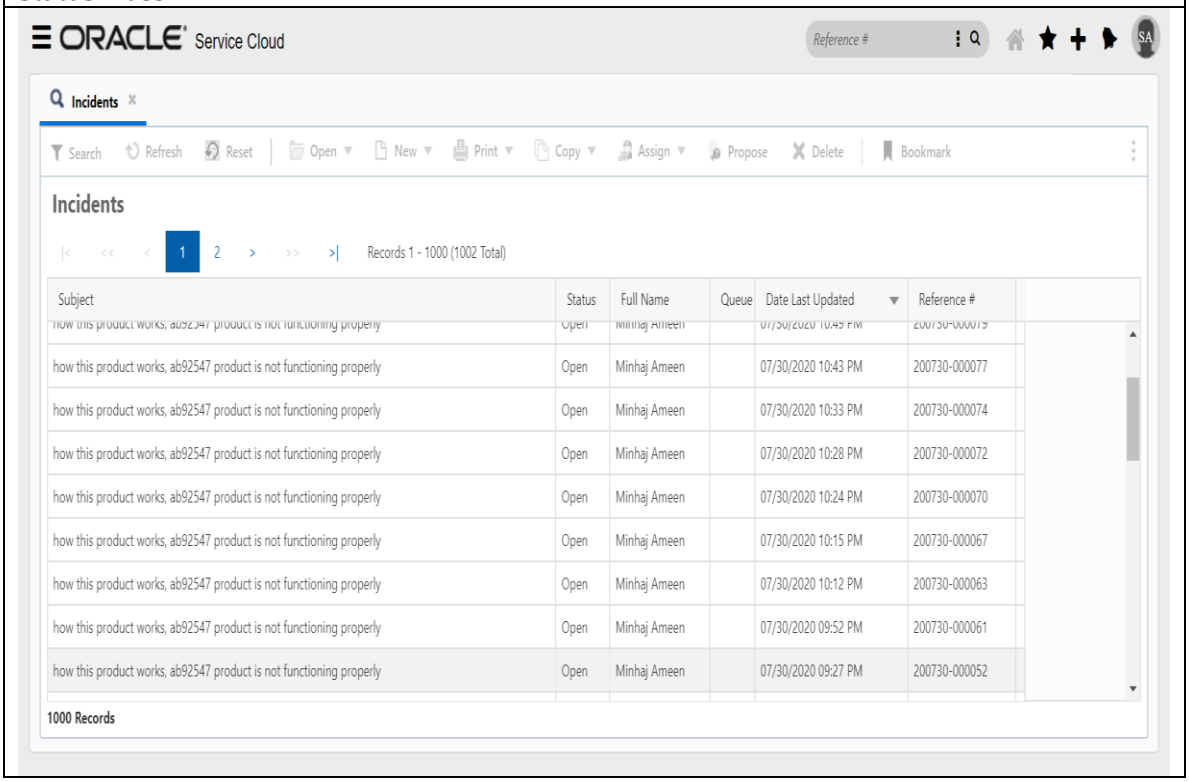
Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



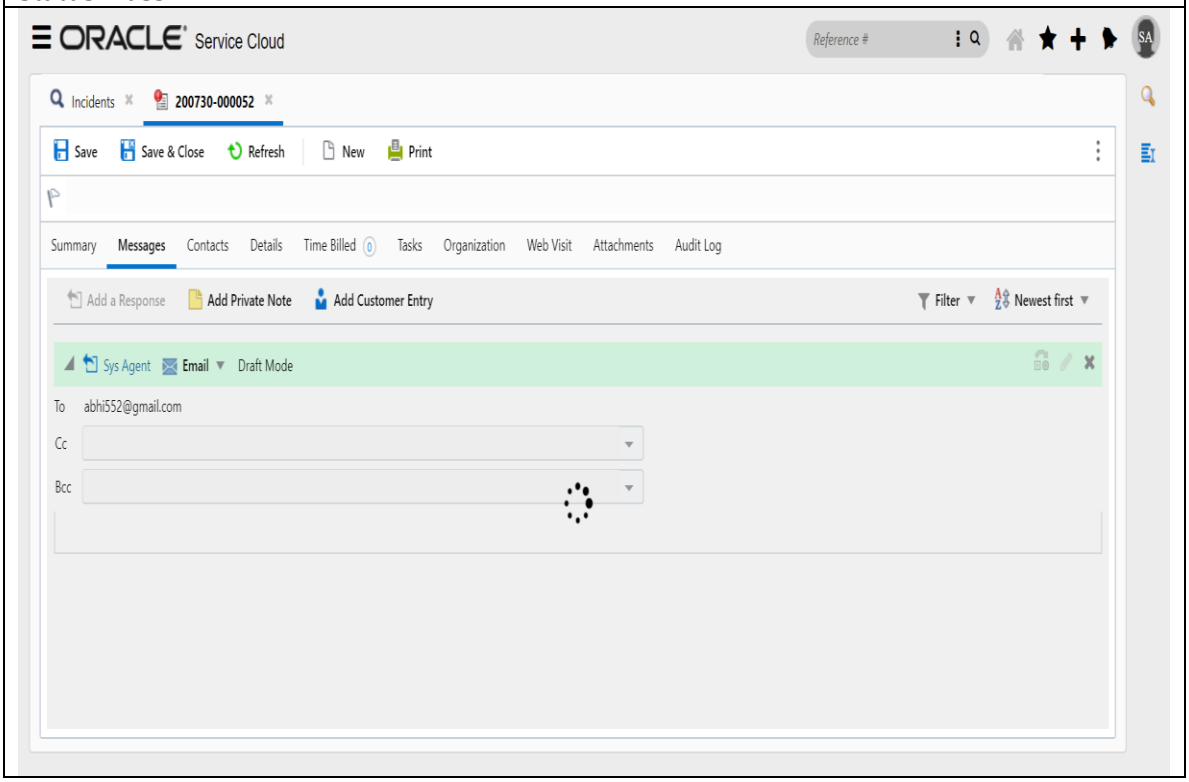
Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass



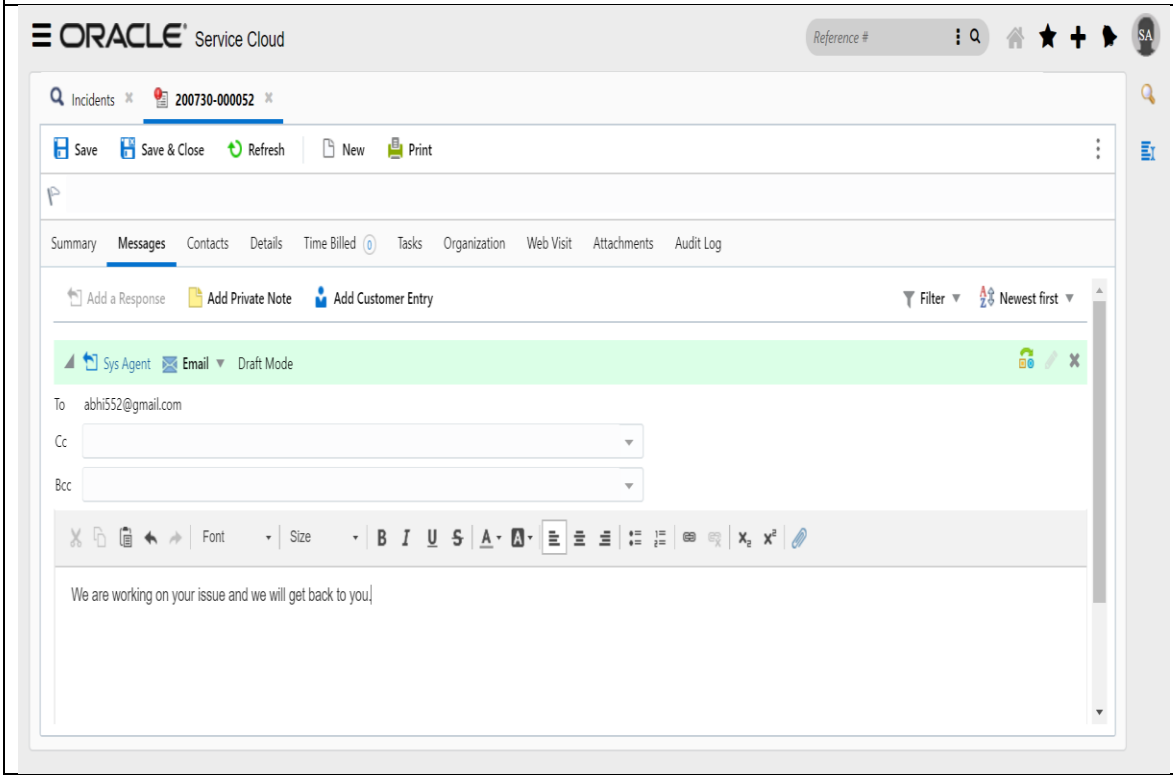
Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass



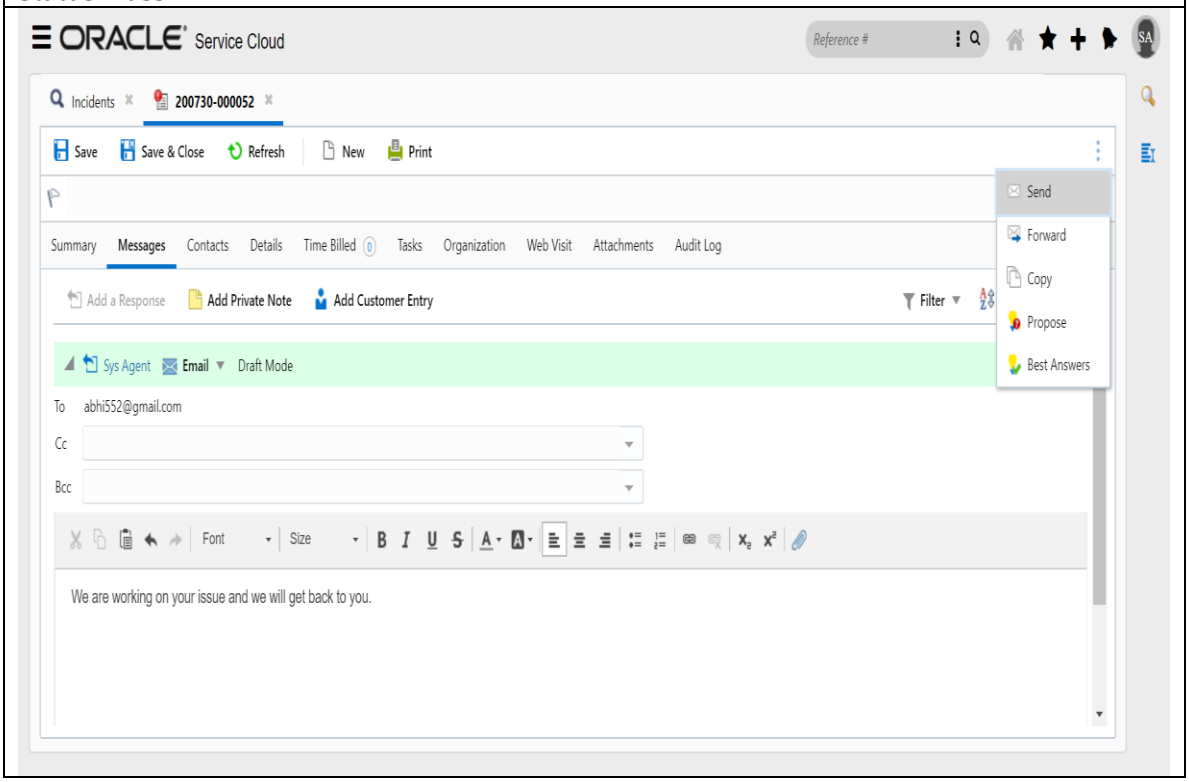
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



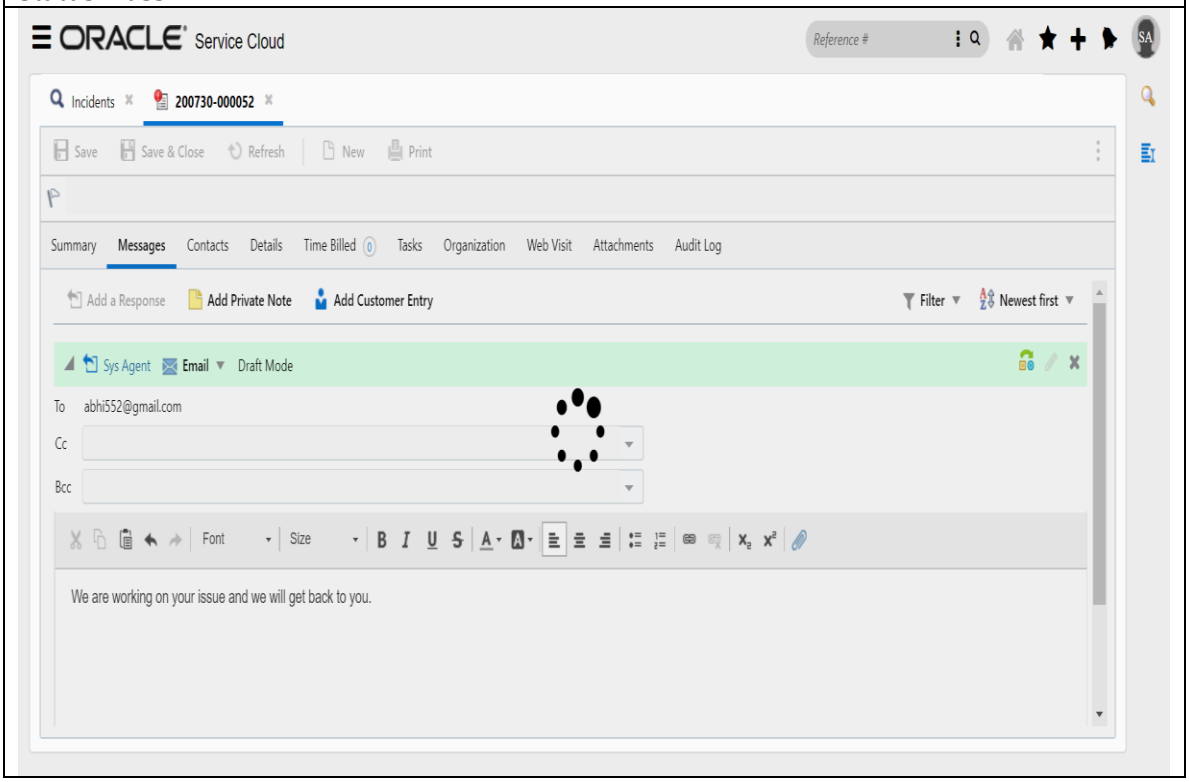
Step No:11

Step Description: Click Send option

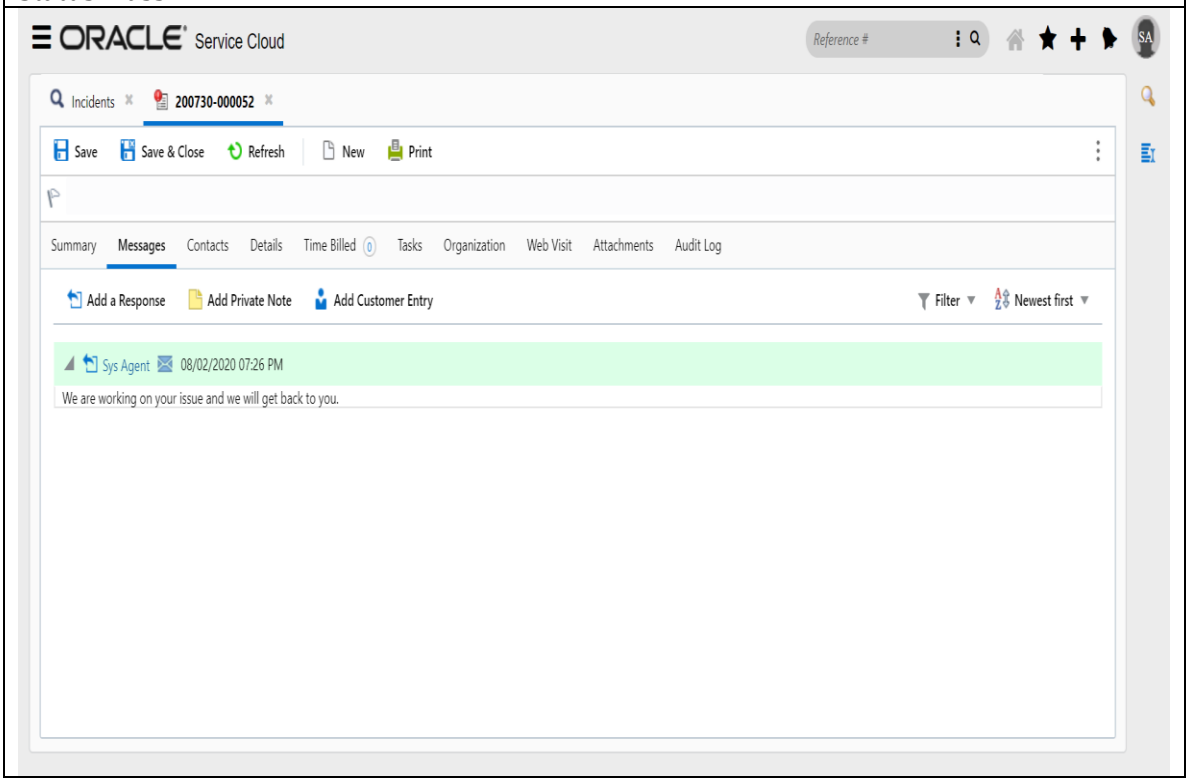
Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:12
Step Description: HardWait Time
Expected Result: HardWait Time
Actual Result: The browser had waited (hard wait) for: 20 seconds
Status: Pass



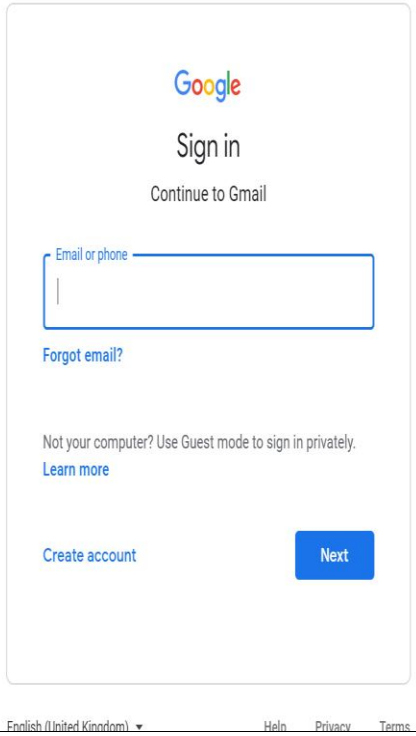
Step No:13

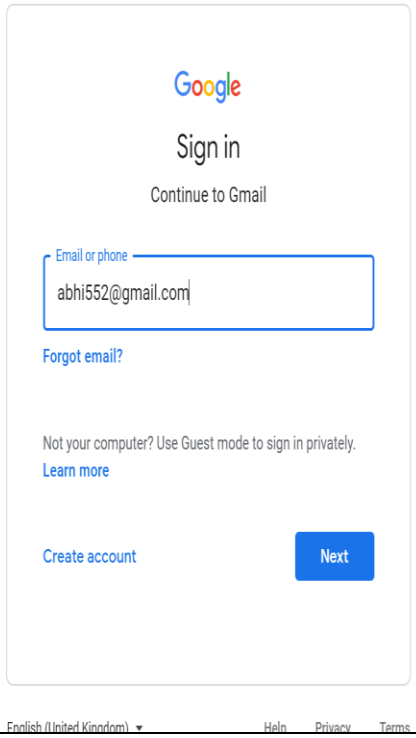
Step Description: Open Gmail Client

Expected Result: Open Gmail Client

Actual Result: The URL: https://mail.google.com/ is launched in the browser: Chrome successfully

Status: Pass

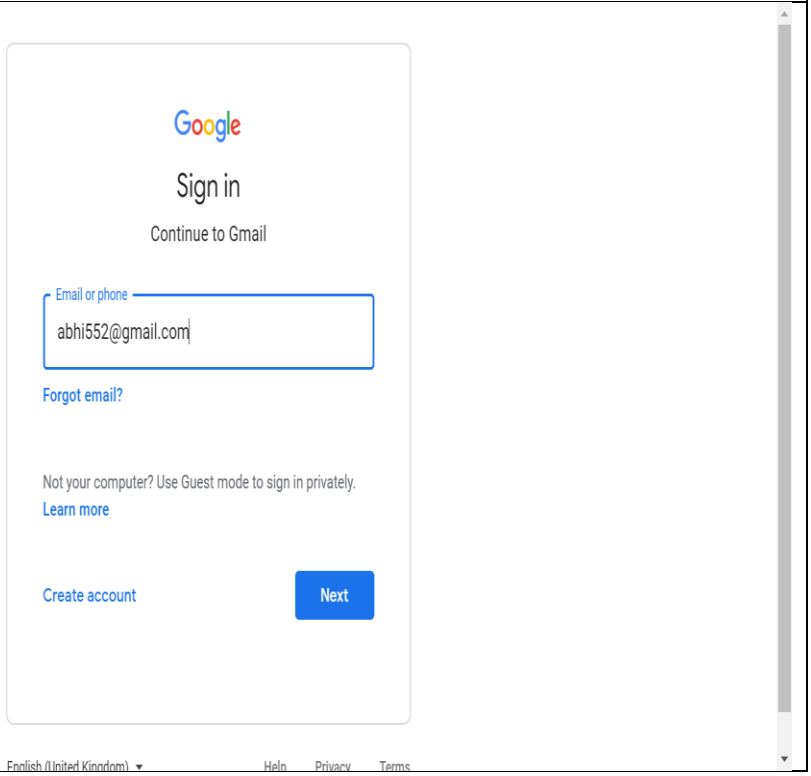


Step No:14
Step Description: Enter Username for Gmail
Expected Result: Enter Username for Gmail
Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com
Status: Pass


Step No:15

Step Description: Click on Next in Gmail

Expected Result: Click on Next in Gmail

Actual Result: element click intercepted: Element is not clickable at point (771, 436). Other element would receive the click:
(Session info: chrome=84.0.4147.105)
Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'
System info: host: 'ANITTALA', ip: '192.168.0.104', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'
Driver info: org.openqa.selenium.chrome.ChromeDriver
Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:62091}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}
Session ID: 4e7632c2baacab30833b69a026291e34

Status: Fail